

**REMOTE CONTROLLER**

# **OWNER'S MANUAL**



**IMPORTANT NOTE:**

Read this manual carefully before installing or operating your new air conditioning unit. Make sure to save this manual for future reference.



# CONTENTS

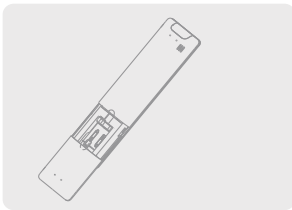
Remote Controller Specifications .....	02
Handling the Remote Controller .....	03
Buttons and Functions .....	04
Remote Screen Indicators .....	08
How to Use Basic Functions .....	09
How to Use Advanced Functions .....	12

# Remote Controller Specifications

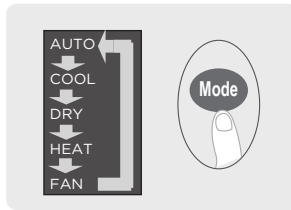
<b>Model</b>	RG10E27(2HS)/BGEF, RG10E27(2HS)/BGCEF, RG10E13(2HS)/BGEF, RG10E13(2HS)/BGCEF, RG10E27(N2HS)/BGEF, RG10E27(N2HS)/BGCEF, RG10E13(N2HS)/BGEF, RG10E13(N2HS)/BGCEF
<b>Rated Voltage</b>	3.0V ( Dry batteries R03/LR03×2)
<b>Signal Receiving Range</b>	8m
<b>Environment</b>	-5°C-60°C (23°F-140°F)

## Quick Start Guide

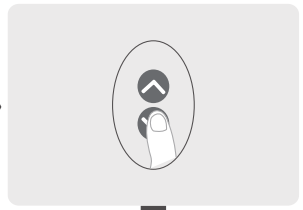
### 1 FIT BATTERIES



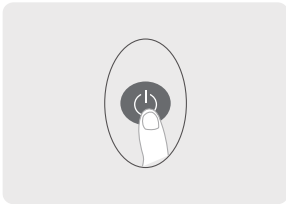
### 2 SELECT MODE



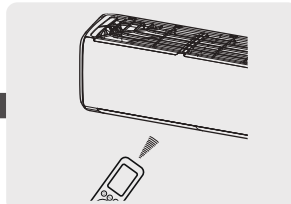
### 3 SELECT TEMPERATURE



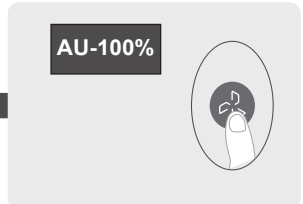
### 6 PRESS POWER BUTTON



### 5 POINT REMOTE TOWARD UNIT



### 4 SELECT FAN SPEED



## NOT SURE WHAT A FUNCTION DOES?

Refer to the How to Use Basic Functions and How to Use Advanced Functions sections of this manual for a detailed description of how to use your air conditioner.

## SPECIAL NOTE

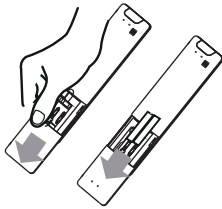
- Button designs on your unit may differ slightly from the example shown.
- If the indoor unit does not have a particular function, pressing the corresponding button on the remote control will have no effect.
- When there are wide differences between “Remote controller Manual” and “USER’S MANUAL” on function description, the description of “USER’S MANUAL” shall prevail.

# Handling the Remote Controller

## Inserting and Replacing Batteries

The remote control requires 2 batteries. These may or may not be provided with your model. Put the batteries in the remote control before use.

1. Slide the back cover of the remote control downward, exposing the battery compartment.
2. Insert the batteries, paying attention to matching up the (+) and (-) ends of the batteries with the symbols inside the battery compartment.
3. Slide the battery cover back into place.



## Remote Control

- Direct sunlight can interfere with the infrared signal receiver.
- There must be a clear line of sight between the remote and the appliance.
- If the signals from the remote control happen to control another appliance, move the appliance to another location or contact customer service.

## ! Battery Disposal

- Do not dispose of batteries as unsorted municipal waste. Refer to local laws for proper disposal of batteries.
- Batteries may have a chemical symbol under the disposal icon. This chemical symbol means that the battery contains a heavy metal that exceeds a certain concentration. An example is Pb: Lead (>0.004%).
- Appliances and used batteries must be treated in a specialized facility for reuse, recycling and recovery. By ensuring correct disposal, you will help avoid possible negative consequences for the environment and human health.



## Battery Performance

For optimal product performance:

- Do not mix old and new batteries, or use batteries of different types.
- Do not leave batteries in the remote control if you don't plan on using the device for more than 2 months.

## Notes for Using Remote Control

The device could comply with the local national regulations.

- In Canada, it should comply with CAN ICES-3(B)/NMB-3(B).
- In the USA, this device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
  - (1) This device may not cause harmful interference, and
  - (2) This device must accept any interference received, including interference that may cause undesired operation.

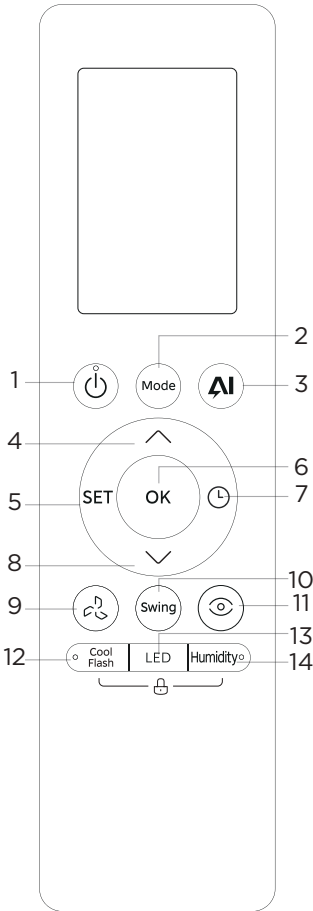
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications not approved by the party responsible for compliance could void user's authority to operate the equipment.

# Buttons and Functions

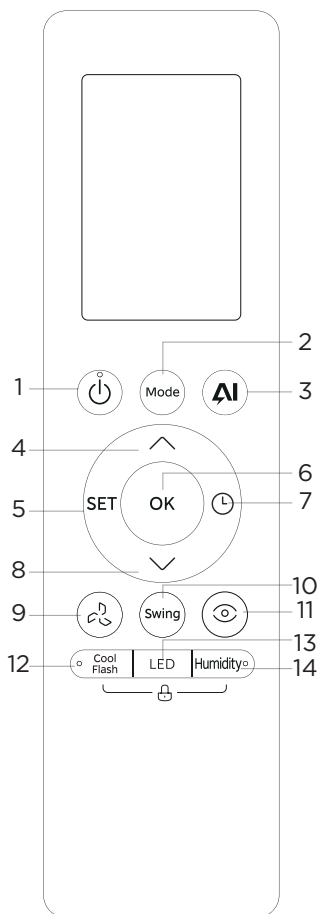
Before you begin using your new air conditioner, make sure to familiarize yourself with the remote controller. The following content is a brief introduction of the remote controller. For instructions on how to operate your air conditioner, refer to this manual of How to Use Basic Functions section.



**Model:**  
RG10E27(2HS)/BGCEF  
RG10E27(N2HS)/BGCEF

## Description

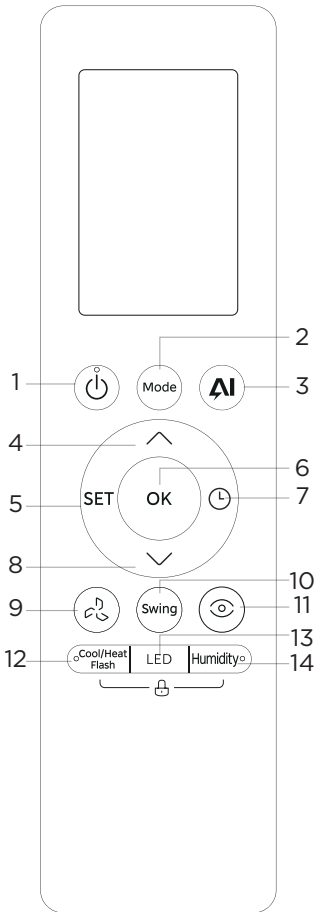
- | Description |   |
|-------------|---|
| 1           | <b>ON/OFF:</b> Turn the unit on or off.   |
| 2           | <b>Mode:</b> Cool > Dry > Fan   |
| 3           | <b>ECOMASTER:</b> Starts and stops the energy saving operation.   |
| 4           | <b>Temp Up:</b> Increases temperature in 0.5°C (1°F) increments. Max. temperature is 30°C (86°F).<br>Note: Press  &  buttons at the same time for 3 seconds will alternate the temperature display between the °C & °F. |
| 5           | <b>SET:</b> Air magic* > Follow Me > Active clean > Intelligent humidity control > AP mode* > Sleep > Breeze away<br>[*]: Model dependent   |
| 6           | <b>OK:</b> Used to confirm the selected functions.  |
| 7           | <b>Timer:</b> Set timer to turn unit on or off.   |
| 8           | <b>Temp Down:</b> Decreases temperature in 0.5°C (1°F) increments. Min. temperature is 16°C (60°F).   |
| 9           | <b>Fan Speed:</b> AU > 20% > 40% > 60% > 80% > 100%. Press the TEMP  or  button to increase/decrease the fan speed in 1% increments.  |
| 10          | <b>Swing:</b> Starts and stops the horizontal louver movement. Hold down for 2 seconds to initiate vertical louver auto swing feature (some units).   |
| 11          | <b>Intelligent Eye:</b> Used to detect the people activities in the room to save energy.  |
| 12          | <b>Cool Flash:</b> Reduce temperature (cool mode) in a short time.  |
| 13          | <b>LED:</b> Turns LED display & air conditioner buzzer on and off.  |
| 14          | <b>Humidity:</b> Adjust the room humidity during Dry operation in a range of 35%-85%. Press this button to increase the humidity in 5% increments.  |
| 15          | <b>Lock:</b> Long press both Cool Flash and Humidity buttons simultaneously for 5 seconds to lock the keyboard. Press together these two buttons again for 2 seconds to unlock the keyboard.                            |



**Model:**  
 RG10E13(2HS)/BGCEF  
 RG10E13(N2HS)/BGCEF

## Description

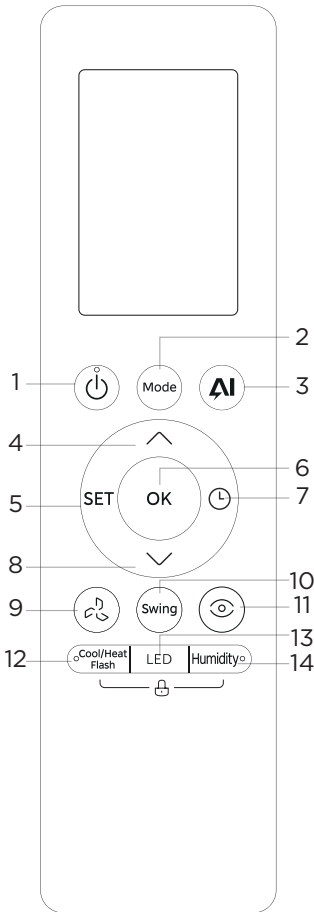
1	<b>ON/OFF:</b> Turn the unit on or off.
2	<b>Mode:</b> Cool > Dry > Fan
3	<b>ECOMASTER:</b> Starts and stops the energy saving operation.
4	<b>Temp Up:</b> Increases temperature in 0.5°C (1°F) increments. Max. temperature is 30°C (86°F). Note: Press ▲ & ▼ buttons at the same time for 3 seconds will alternate the temperature display between the °C & °F.
5	<b>SET:</b> Fresh/UV lamp* > Follow Me > Active clean > Intelligent humidity control > AP mode* > Sleep > Breeze away [*]: Model dependent
6	<b>OK:</b> Used to confirm the selected functions.
7	<b>Timer:</b> Set timer to turn unit on or off.
8	<b>Temp Down:</b> Decreases temperature in 0.5°C (1°F) increments. Min. temperature is 16°C (60°F).
9	<b>Fan Speed:</b> AU > 20% > 40% > 60% > 80% > 100%. Press the TEMP ▲ or ▼ button to increase/decrease the fan speed in 1% increments.
10	<b>Swing:</b> Starts and stops the horizontal louver movement. Hold down for 2 seconds to initiate vertical louver auto swing feature (some units).
11	<b>Intelligent Eye:</b> Used to detect the people activities in the room to save energy.
12	<b>Cool Flash:</b> Reduce temperature (cool mode) in a short time.
13	<b>LED:</b> Turns LED display & air conditioner buzzer on and off.
14	<b>Humidity:</b> Adjust the room humidity during Dry operation in a range of 35%-85%. Press this button to increase the humidity in 5% increments.
15	<b>Lock:</b> Long press both Cool Flash and Humidity buttons simultaneously for 5 seconds to lock the keyboard. Press together these two buttons again for 2 seconds to unlock the keyboard.



**Model:**  
 RG10E27(2HS)/BGEF  
 RG10E27(N2HS)/BGEF

## Description

- |    |   |
|----|---|
| 1  | <b>ON/OFF:</b> Turn the unit on or off.   |
| 2  | <b>Mode:</b> Auto > Cool > Dry > Heat > Fan<br>Note: Auto and Heat mode are not available for the cooling only appliance.   |
| 3  | <b>ECOMASTER:</b> Starts and stops the energy saving operation.   |
| 4  | <b>Temp Up:</b> Increases temperature in 0.5°C (1°F) increments. Max. temperature is 30°C (86°F).<br>Note: Press ▲ & ▼ buttons at the same time for 3 seconds will alternate the temperature display between the °C & °F.   |
| 5  | <b>SET:</b> Air magic* > Follow Me > Active clean > Intelligent humidity control > AP mode* > Sleep > Breeze away<br>[*]: Model dependent   |
| 6  | <b>OK:</b> Used to confirm the selected functions.  |
| 7  | <b>Timer:</b> Set timer to turn unit on or off.   |
| 8  | <b>Temp Down:</b> Decreases temperature in 0.5°C (1°F) increments. Min. temperature is 16°C (60°F).   |
| 9  | <b>Fan Speed:</b> AU > 20% > 40% > 60% > 80% > 100%.<br>Press the TEMP ▲ or ▼ button to increase/decrease the fan speed in 1% increments.   |
| 10 | <b>Swing:</b> Starts and stops the horizontal louver movement. Hold down for 2 seconds to initiate vertical louver auto swing feature (some units).   |
| 11 | <b>Intelligent Eye:</b> Used to detect the people activities in the room to save energy.  |
| 12 | <b>Cool/Heat Flash:</b> Reduce (cool mode) or raise (heat mode) temperature in a short time.  |
| 13 | <b>LED:</b> Turns LED display & air conditioner buzzer on and off.  |
| 14 | <b>Humidity:</b> Adjust the room humidity during Dry operation in a range of 35%-85%. Press this button to increase the humidity in 5% increments.<br>Note: After setting, the humidity settings will display on the screen |
| 15 | <b>Lock:</b> Long press both Cool/Heat Flash and Humidity buttons simultaneously for 5 seconds to lock the keyboard. Press together these two buttons again for 2 seconds to unlock the keyboard.                           |



**Model:**  
 RG10E13(2HS)/BGEF  
 RG10E13(N2HS)/BGEF

## Description

- |    |   |
|----|---|
| 1  | <b>ON/OFF:</b> Turn the unit on or off.   |
| 2  | <b>Mode:</b> Auto > Cool > Dry > Heat > Fan<br>Note: Auto and Heat mode are not available for the cooling only appliance.   |
| 3  | <b>ECOMASTER:</b> Starts and stops the energy saving operation.   |
| 4  | <b>Temp Up:</b> Increases temperature in 0.5°C (1°F) increments. Max. temperature is 30°C (86°F).<br>Note: Press ▲ & ▼ buttons at the same time for 3 seconds will alternate the temperature display between the °C & °F.   |
| 5  | <b>SET:</b> Fresh/UV lamp* > Follow Me > Active clean > Intelligent humidity control > AP mode* > Sleep > Breeze away<br>[*]: Model dependent   |
| 6  | <b>OK:</b> Used to confirm the selected functions.  |
| 7  | <b>Timer:</b> Set timer to turn unit on or off.   |
| 8  | <b>Temp Down:</b> Decreases temperature in 0.5°C (1°F) increments. Min. temperature is 16°C (60°F).   |
| 9  | <b>Fan Speed:</b> AU > 20% > 40% > 60% > 80% > 100%.<br>Press the TEMP ▲ or ▼ button to increase/decrease the fan speed in 1% increments.   |
| 10 | <b>Swing:</b> Starts and stops the horizontal louver movement. Hold down for 2 seconds to initiate vertical louver auto swing feature (some units).   |
| 11 | <b>Intelligent Eye:</b> Used to detect the people activities in the room to save energy.  |
| 12 | <b>Cool/Heat Flash:</b> Reduce (cool mode) or raise (heat mode) temperature in a short time.  |
| 13 | <b>LED:</b> Turns LED display & air conditioner buzzer on and off.  |
| 14 | <b>Humidity:</b> Adjust the room humidity during Dry operation in a range of 35%-85%. Press this button to increase the humidity in 5% increments.<br>Note: After setting, the humidity settings will display on the screen |
| 15 | <b>Lock:</b> Long press both Cool/Heat Flash and Humidity buttons simultaneously for 5 seconds to lock the keyboard. Press together these two buttons again for 2 seconds to unlock the keyboard.                           |

# Remote Screen Indicators

Information is displayed when the remote controller is power up.

**Sleep mode**    **Not available for this unit.**    **Breeze away people**    **Not available for this unit.**    **Low battery (if flashes)**

**Follow me**    **Active clean**    **Intelligent humidity control**    **Not available for this unit.**    **Intelligent eye\***    **Wireless\* control**

[\*]: Model dependent

**Cool/Heat Flash**    **Air magic\***    **ECOMASTER**    **Fresh\***    **Not available for this unit.**

[\*]: Model dependent

**Transmission Indicator**    **Timer ON**    **Timer OFF**    **Lock Feature**    **Silent Feature**    **Not available for this unit.**

**Temperature/Timer/Fan speed display**  
 Displays the set temperature by default, fan speed or timer setting when using TIMER ON/OFF functions.

**FAN SPEED**

AUTO	SILENT	LOW	MED	HIGH	
🌀                    <b>AUTO</b>	🌀	🌀	🌀	🌀	🌀
	1% 2-20%	21-40%	41-60%	61-80%	81-100%

**NOTE:** The fan speed can not be adjusted in AUTO or DRY mode.

**MODE display :** Displays the current mode

**AUTO COOL DRY HEAT FAN**

AUTO and HEAT mode are for cooling & heating models only.

**Horizontal louver swing**  
 🌀→ 🌀→ 🌀→ 🌀→ 🌀→ 🌀→

**Vertical louver auto swing (some units)**  
 🌀

Not available for this unit

**Note:** While using the remote controller, only relevant function indicator will be shown. The indicators above are for reference only.

# How to Use Basic Functions



## NOTE

Before operation, please ensure that the unit is plugged in and the power is available.

### AUTO mode

Select AUTO mode



Set your desired temperature



Turn on the air conditioner



#### Note:

1. In AUTO mode, the unit will automatically select the COOL, FAN, or HEAT function based on the selected temperature.
2. In AUTO mode, fan speed cannot be set.

### COOL or HEAT mode

Select COOL/  
HEAT mode



Set the  
temperature



Set the  
FAN speed



Turn on the air  
conditioner



**Note:** Heat mode is only applicable to the Cooling & Heating models only.

### DRY mode

Select DRY mode



Set your desired temperature



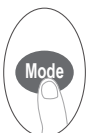
Turn on the air conditioner



**Note:** In DRY mode, fan speed cannot be set since it has already been automatically controlled.

### FAN mode

Select FAN mode



Set the FAN speed



Turn on the air conditioner



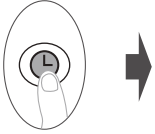
**Note:** In FAN mode, you can't set the temperature. As a result, no temperature is displayed on the remote's screen.

## Setting the TIMER

**TIMER ON/OFF** - Set the amount of time after which the unit will automatically turn on/off.

### TIMER ON setting

Press TIMER button to initiate the time ON sequence.

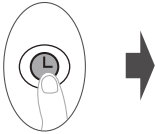


Press Temp. up or down buttons to set the length of time after which you would like the unit to turn ON. Wait for 1 second to activate time to turn on the unit.



### TIMER OFF setting

Press TIMER button to initiate the time OFF sequence.



Press Temp. up or down buttons to set the length of time after which you would like the unit to turn OFF. Wait for 1 second to activate time to turn off the unit.

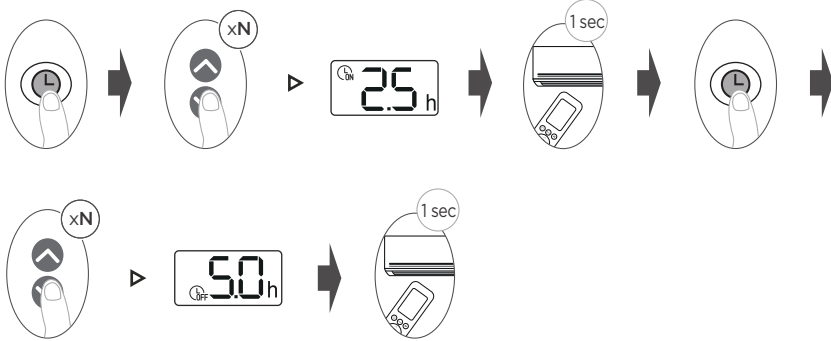


### Note:

1. When setting the TIMER ON or TIMER OFF, the time will increase in 30-minute increments with each press, up to 10 hours. After 10 hours and up to 24, it will increase in 1-hour increments (For example, press 5 times to get 2.5h and press 10 times to get 5h). The timer will revert to 0.0 after 24.
2. Cancel either function by setting the timer to 0.0h.

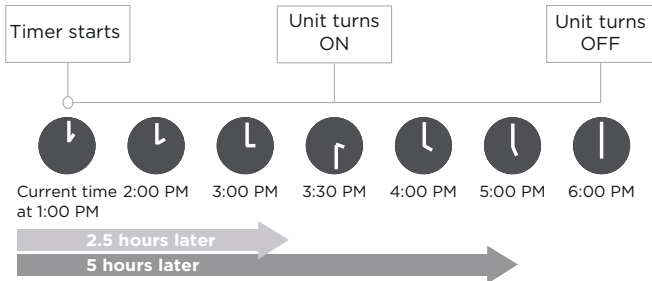
## TIMER ON & OFF setting (example)

Keep in mind that the time periods you set for both functions refer to hours after the current time.



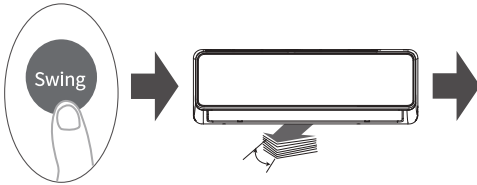
**Note:** “ x N ” means you can press multiple times until it is set to the time you need.

**Example:** If current time is 1:00 PM, after setting the timer as above steps, the unit will turn on 2.5h later (3:30 PM) and turn off at 6:00 PM.

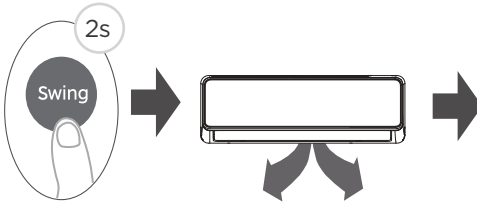


# How to Use Advanced Functions

## Swing function



Press this button repeatedly, and if the interval between presses is within 3 seconds, the horizontal louvre will operate in the following order: Louver auto swing stop > Louver auto swing start > Louver angle 1 > Louver angle 2 > Louver angle 3 > Louver angle 4 > Louver angle 5.

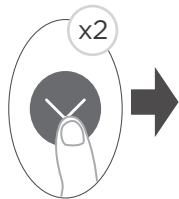


Press this button repeatedly, and if the interval between presses is more than 3 seconds, the horizontal louvre will operate in the following order: Louver at a certain angle > Louver auto swing start > Louver auto swing stop.

Long press this button for more than 2 seconds, the vertical louvre will swing left and right automatically. (Model dependent)

## FP function

Press this button



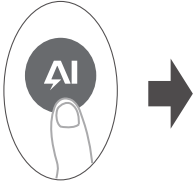
For models of RG10E27(2HS)/BGEF, RG10E13(2HS)/BGEF, RG10E27(N2HS)/BGEF and RG10E13(N2HS)/BGEF.

Press this button 2 times during one second under HEAT mode with setting temperature of 16°C/60°F to activate FP function. The unit will operate at high fan speed (while compressor is on) with temperature automatically set to 8°C/46°F. The indoor unit will display “FP” on the display window.

Press On/Off, Mode, FAN and Temp. button while operating will cancel this function.

Note: This function is for heat pump air conditioner only.

## ECOMASTER function

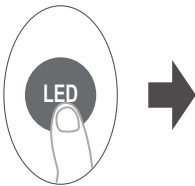


Press this button when in Cool or Heat mode, the fan speed will change to Auto, the set temperature will remain unchanged which brings more comfortable feelings and power-saving, and reduces temperature fluctuations.

### NOTE:

This function is only available when the unit is in Cool or Heat mode. The Cool Flash and Silent function will be cancel when the ECOMASTER function is activated. Initiating the Active clean, Cool/Heat Flash, FP, Silent function or pressing the Mode or ON/OFF button will cancel the ECOMASTER function.

## LED display



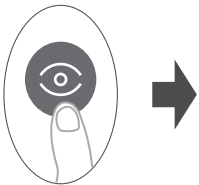
Press this button to turn on and turn off the display on the indoor unit.



Press this button for more than 5 seconds (some units)

After keeping pressing this button for more than 5 seconds, the indoor unit will display the actual room temperature. Pressing the button for more than 5 seconds again will revert back to display the setting temperature.

## Intelligent Eye function



Under Intelligent eye mode, with the built-in infrared sensor or radar device (model dependent), the unit can detect the people's activities in the room. In Cooling or Heating mode, when you are away for 30 minutes, the unit automatically lowers the frequency to save energy (for inverter models only).

And the unit will automatically resume operation if sensing human activity again.

## Cool Flash function



When you press this button in COOL mode, the Cool Flash function will start. The unit will produce a large volume of air and high airflow, the temperature of the whole room will be reduced in a short time.

## Cool/Heat Flash function



When you press this button in COOL mode, the Cool Flash function will start. The unit will produce a large volume of air and high airflow, the temperature of the whole room will be reduced in a short time.

When you press this button in HEAT mode, the Heat Flash function will start. Fast and strong hot airflow will warm up your whole room in a short time.

## Fireplace function



Keep pressing Cool/Heat Flash button more than 5 seconds in Heating/Auto heating mode to active Fireplace Operation. To stop this feature, keep pressing this button more than 3 seconds.

### **NOTE:**

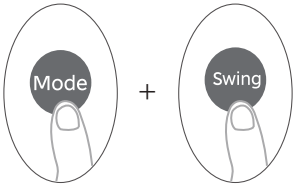
- If the Fireplace feature is activated, " On " displays for 3 seconds on the screen.
- If the Fireplace feature is stopped, " OF " displays for 3 seconds on the screen.

## Humidity function



Press this button to active the Humidity setting function. When in Dry mode, press this button to adjust the humidity setting in a range of 35% - 85%. Each press will increase the humidity in 5% increments.  
Note: After finishing setting, the humidity settings will display on the screen.

## Louver Reset function (some units)



Turn off system from remote control and then press " Mode " and " Swing " button to together until hear beep sound from indoor. The indoor is into louver re-set mode. Do not press any button and it is completing the process automatically.



## Silent function



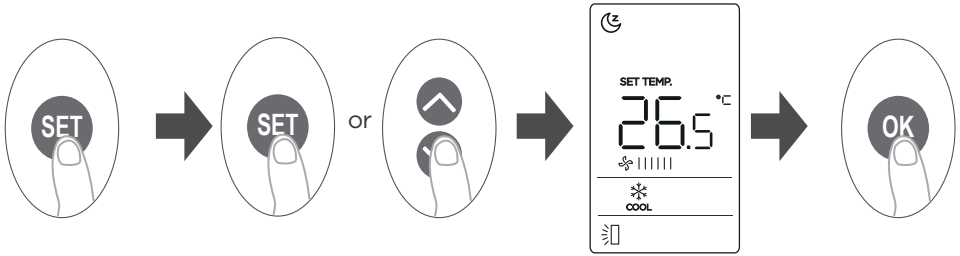
### Outdoor silent function:

Keep pressing Fan button for more than 2 seconds to activate/disable silent function of outdoor unit (some units). Due to low frequency operation of compressor, it may result in insufficient cooling capacity.

### Indoor silent function:

Press the fan speed button, then press the Temp  or  button to set the fan speed to 1% to activate the silent function of indoor unit.

## SET function



- Press the SET button to enter the function setting, then press SET button or TEMP ▼ or ▲ TEMP button to select the desired function. The selected symbol will flash on the display area, press the OK button to confirm.
- To cancel the selected function, just perform the same procedures as above.
- Press the SET button to scroll through operation functions as follows:

For models of RG10E27(2HS)/BGCEF, RG10E27(2HS)/BGCEF, RG10E27(N2HS)/BGEF and RG10E27(N2HS)/BGCEF:

Air magic\* (  ) > Follow Me (  ) > Active clean (  ) > Intelligent humidity control (  ) > AP mode\* (  ) > Sleep (  ) > Breeze away (  )

For models of RG10E13(2HS)/BGCEF, RG10E13(2HS)/BGCEF, RG10E13(N2HS)/BGCEF and RG10E13(N2HS)/BGCEF:

Fresh/UV lamp\* (  ) > Follow Me (  ) > Active clean (  ) > Intelligent humidity control (  ) > AP mode\* (  ) > Sleep (  ) > Breeze away (  )

[\*]: Model dependent.

### Air Magic Function (some units)

When the Air magic function is initiated, the ion generator is energized and will help to purify the air in the room.

### Fresh/UV Lamp Function (some units)

When the Fresh function is initiated, the icon or UV lamp (model dependent) feature will be activated. If has both features, these two features will be activated at the same time and will help to purify the air in the room.

## Follow Me Function

The FOLLOW ME function enables the remote control to measure the temperature at its current location and send this signal to the air conditioner in 3 minute intervals. When using AUTO, COOL or HEAT modes, measuring ambient temperature from the remote control (instead of from the indoor unit itself) will enable the air conditioner to optimize the temperature around you and ensure maximum comfort.

**NOTE:** Press and hold Cool(Heat) Flash button for 7 seconds to start/stop the memory feature of the Follow Me function.

- If the memory feature is activated, “ On ” displays for 3 seconds on the screen.
- If the memory feature is stopped, “ OF ” displays for 3 seconds on the screen.
- While the memory feature is activated, pressing the ON/OFF button, shifting the mode or a power failure will not cancel the Follow Me function.

## Active Clean Function

The Active Clean technology removes dust and mold that may cause odors. Active Clean rapidly freezes and thaws the heat exchanger, to clean away material that has adhered to it.

When this function is turned on, the indoor unit displays “ CL ”. After 20 to 130 minutes, the unit will turn off automatically and terminate CLEAN function.

## Intelligent Humidity Control Function

Press this button when in Cool mode, the speed will change to Auto, the set temperature will remain unchanged. The system can control the room humidity to ensure that it is not too dry or too damp while maintaining a comfortable temperature.

## AP Function (some units)

Use the SET button to choose AP (Access Point) mode to enable wireless configuration. If this function is not available on this unit, it might be possible to enter AP mode by pressing the LED button 7 times in 10 seconds.

## Sleep Function

Use this feature to decrease energy use while you sleep. When the sleep function is activated, the air conditioner will intelligently adjust temperature, fan speed to provide a more comfortable sleeping environment. Under sleep operation, the system will automatically remember the set temperature within 30 minutes. The next time it is activated, it will start running at the temperature of the last memory. After the sleep function is activated, it will automatically be cancelled after 9 hours.

## Breeze Away Function

This feature avoids direct air flow blowing on the body and makes you feel indulging in silky coolness. Note: This feature is available under cool, Fan and Dry mode only.

The design and specifications are subject to change without prior notice for product improvement. Consult with the sales agency or manufacturer for details.

**CR375-RG10E12-E13(2HS)**